



# Where Can I Turn?

**A Guide For Employees In Need Of Help**

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Individuals are both alike — and UNIQUE. Collectively, we share the needs and wants of the 'good' things in life — for example, a good job, a nice place to live, a new automobile; the acceptance of us by our friends, co-workers and neighbors.

In our quest to obtain and maintain a happy and comfortable lifestyle, we also, unfortunately, share the many stresses of day-to-day living. The problems that these stresses pose may be a by-product of having to cope with a fast-paced changing society.

Though we share these problems, albeit, mental, physical, emotional or social — they may manifest themselves and affect each of us differently. After all, individuals are unique! Whether or not we feel our personal problems are 'major' or 'insignificant'; if prolonged, they can eventually lead to emotional, mental and/or physical distress.

The range of problems we face is very broad! They may embrace such matters as family disruptions and arguments, disciplinary difficulties with children, fractured working relationships with other employees, legal entanglements and personal money problems to the health problems associated with alcoholism and drug abuse.

Employees whose personal problems produce sufficient emotional stress to affect their work adversely can be very costly to our agency. Absenteeism, tardiness, unsatisfactory work and the like, represent a serious additional financial burden to the agency during the individual's employment, and if the condition continues to deteriorate, may result finally in the loss of a well-trained highly skilled employee in whom the agency has a great interest.

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## Where Can I Turn For Help?

IRS employees can avail themselves of the Employee Assistance Program (EAP) administered through the Personnel Office located in all regional, district, and service center offices including the National Office, National Computer Center and Data Center.

One facet of the program is to help an employee obtain rehabilitative assistance. This program is NOT intended to provide direct treatment or rehabilitative assistance for medical problems. EAP's goal is to provide you with information, referral and other appropriate assistance so that you can obtain treatment or rehabilitative assistance or other appropriate help in coping with your problem from whatever sources are available in your community.

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## Information Contained in This Pamphlet

In conjunction with the Employee Assistance Program, this pamphlet is intended to provide you with a general — and by no means inclusive — guide to national social service organizations and agencies that have local counterparts or affiliates in your community that we believe can provide assistance to individuals with commonly-recognized problems. Many of the organizations included in this pamphlet are well-known, but you may not be entirely familiar with the variety of programs and services they offer. Likewise, we have included agencies or organizations that you may not have heard of. Their existence developed out of a widespread need to help those individuals with problems that are gaining nationwide prominence.

All of these organizations can provide assistance — whether referral or rehabilitative — to you in numer-

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ous ways. If they cannot help you with your immediate problem, they will direct you to the appropriate source in your community that can fulfill your needs.

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## Alcoholics Anonymous (A.A.)

A.A. is a fellowship of men and women who help each other maintain sobriety and who offer to share their recovery experience freely with others who may have a drinking problem.

The A.A. program consists basically of "Twelve Suggested Steps" designed for personal recovery from alcoholism.

The only requirement for membership is a desire to stop drinking.

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## American Cancer Society

Provides information and referral service; professional counseling on problems related to the needs of the cancer patient; dressings and comfort items; sick room equipment; transportation to treatment centers; assistance in purchasing medication; emergency financial assistance in a crisis situation; rehabilitation services.

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## American Council for Drug Education

ACDE is a non-profit membership organization dedicated to public education about the health hazards of various psychoactive substances. ACDE promotes research, organizes conferences, reviews scientific findings, and educates the public about current knowledge of the effects of drug use. ACDE is committed to the

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idea that an informed public is the best defense against drug abuse. More information can be obtained by writing ACDE at 5820 Hubbard Dr., Rockville, MD 20852.

## American Foundation for the Blind

Provides a wide variety of services for the visually handicapped person including sale at cost of special aids and appliances; distribution of books, journals, pamphlets, newsletters and fact sheets to the visually impaired and their families; guidance and consultation on sensory aids; provides feedback and direction to blind persons and their families.

## American Red Cross

Provides more than 10,000 nationwide volunteers trained to assist families to cope with such emergencies as home fire, near drownings, etc. Also provides casework services to servicemen, veterans and their families. Volunteers also assist in teaching parents to care for newborn babies; transport the elderly to clinics, hospitals and to help them find the assistance they need.

## Association for Retarded Citizens

Services may vary in each locality. The organization generally provides counseling services for families of newly diagnosed retarded children; information and referral for services in the community for retarded of all ages; respite care for all ages.

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## Asthma & Allergy Foundation of America (AAFA)

AAFA is a national voluntary health organization committed to those individuals who suffer from Asthma and Allergic diseases. Headquartered in Washington, D.C., AAFA provides educational, and information services (both mail and telephone); local group support and referral assistance service to sufferers of allergies and their families through chapters in most regions of the country.

AAFA will respond to requests for information about the nature and treatment of various forms of asthma and allergic diseases.

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## Big Brothers

Through a positive relationship with a carefully matched and screened volunteer "big brother," the BIG BROTHERS organization offers guidance, counseling and friendship to fatherless boys from 8 to 17 years of age on a one-boy-to-one-man basis.

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## Big Sisters

Provides guidance, friendship and companionship to girls 8 through 18 years of age through a one-to-one relationship with trained women volunteers.

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## Catholic Charities

Services provided may vary in locality served. The organization generally provides counseling to families and individuals (including unmarried parents); casework service to the aged; placement of children in foster homes; adoption assistance, day care for pre-school children; financial as-

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sistance in crisis situations; residential care for disturbed adolescents; geriatric day care centers; marital family and individual counseling.

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## Consumer Affairs Offices

Consumer Affairs offices are located in every major metropolitan area. They are either under the county, city or state jurisdiction. They generally attempt to resolve consumer complaints by acting as an intermediary between consumers and vendors.

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## Consumer Credit Counseling

CCC is the local office created by the National Foundation for Consumer Credit. Each staff provides credit counseling in an attempt to prevent bankruptcy and will work out payment plans with creditors. CCC sets up a fixed payment program for clients.

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## Epilepsy Foundation of America

Epilepsy Foundation of America assists all those with epilepsy and their families by offering information on educational, vocational, social and economic opportunities in their area; organizes self-help groups for those with epilepsy, their parents or friends. Provides job opportunities, counseling and placement services.

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## Gamblers Anonymous

Composed of compulsive gamblers, G.A. is patterned after Alcoholics Anonymous. There are chapters nationwide in most major metropolitan areas.

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## Jewish Social Services Agency

Services provided vary at local levels. The agency usually provides financial assistance to families and children, child welfare and guidance services; adolescent mental health services, foster home placement adoption; assistance services to the aged; marriage, family and infertility counseling; and home health services.

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## Lutheran Social Service System (LS/3)

LS/3 is a national office jointly established, governed and funded by the American Lutheran Church, the Lutheran Church in America and the Lutheran Church-Missouri Synod. The LS/3 with Lutheran Church — affiliated agencies, homes, and institutions provide social ministry services to children, families, the elderly, refugees and people with handicaps. Since LS/3 is a national office only, contact them by writing to 2414 Park Avenue, Minneapolis, Minn. 55704 for referral to Lutheran affiliated social services agencies and institutions in your area.

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## Neurotics Anonymous

Does for the mentally and emotionally disturbed individual what Alcoholics Anonymous does for the alcoholic. It operates exactly as does A.A.

Neurotics Anonymous is a group of people who conduct weekly meetings and discussion groups to help them in solving their mental and emotional problems. It exists for the single purpose of helping mentally and emotionally disturbed individuals to recover from their illness and to maintain their recovery. There are no dues for membership or help.

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## Mental Health Association

Located in every major metropolitan area with a variety of programs based on the needs of the community served, the Mental Health Association generally offers one or more of the following types of services: public information and educational programs on mental health issues; conducting of primary prevention and social action programs; information and referral to individuals and families seeking mental health services; a tape library of practical information designed to help individuals understand and deal effectively with major life stresses and changes; a 24 hour "HOTLINE Telephone" answering service; youth programs; contracts for services which provide psychosocial rehabilitation services.

## Overeaters Anonymous (O.A.)

Patterned after Alcoholics Anonymous, O.A. is a mutual support group offering self-help for those individuals who suffer from the mental, emotional and physical distresses associated with being overweight. O.A. has nationwide chapters located in every metropolitan area.

## Parents Anonymous

P.A. is a self-help group for parents who have or feel they may take out their anger on their kids.

P.A. chapters or groups meet on a regular basis to give parents support and insight into how to handle problem situations.

Between meetings, each P.A. has a sponsor and chairperson who can be called for additional help.

To find the telephone number of the local P.A. chapter in your community, call TOLL-FREE anytime:

(800) 421-0353 Outside California  
(800) 353-0386 California Only

## Parents Without Partners (PWP)

PWP is a mutual help organization of single parents — separated, divorced, widowed, or never married — who are bringing up children alone. There are 1,000 chapters of PWP in all 50 states.

The typical chapter conducts monthly educational meetings; discussion groups where members may share experiences and learn from one another; cooperative exchanges, such as babysitting and other services; crisis intervention operating under the SOS program for those individuals contemplating divorce; information referral services, and programs for youths, including the International Youth Council, for teenagers from single parent homes.

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## Ronald McDonald Houses

For a child who is undergoing medical treatment in a major hospital or cancer center away from home, Ronald McDonald Houses provide temporary lodging at little or no cost to both the child and family while the child is being treated. There are presently 32 "houses" nationwide with plans for the establishment of many more. For further information as to whether a RONALD McDONALD HOUSE exists in the city where the child is being treated write: National Coordinator, Ronald McDonald House, 622 W. Deming, Chicago, Illinois 60614.

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## The Salvation Army

The services provided vary at each locality. Generally provides emergency finances, shelter and supplementary aid, food and clothing; social services for the aged, homebound and troubled youths; counseling information and referral center for alcoholic rehabilitation.

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## Travelers Aid Society

Travelers Aid Society provides crisis intervention/casework services plus protective travel assistance and information and referrals for travelers, newcomers; limited financial assistance in emergencies for travelers.

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## United Cerebral Palsy Associations, Inc.

The local affiliates provide direct services to the cerebral palsied in states and communities including adult vocational and service programs; living arrangements and transportation for the handicapped; infant programming and services for teenagers and adults.

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## United Ostomy Association

U.O.A. has over 500 nationwide chapters promoting mental and physical rehabilitation of persons who will undergo, or have undergone bowel and urinary diversion surgery.

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## For Further Information

Information concerning the local functional operations of the social service organizations listed in this pamphlet may be obtained by contacting either the local affiliate in your community; the local United Way chapter or the Employee Assistance Coordinator serving your IRS office.

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## OTHER SOURCES

### Community Programs

In the yellow pages of your telephone book you will find listed many different programs under the heading "Social Services Organizations."

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### Public Libraries

Some public libraries also offer Information and Referral Services. A library is an excellent resource for finding out what type of programs are available in your community.

If the library doesn't have a regular Information and Referral Service, ask to speak to the REFERENCE LIBRARIAN who often has this information at hand or knows where to find it quickly.

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### Church Counseling Services

In some communities, clergy who have received additional training in counseling techniques have formed a Ministerial Counseling Service.

This may be a good resource if you feel comfortable talking with someone with a religious orientation.

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## Public Programs

To find the phone number for the public programs and services available to you in your community, look under the white pages under the county name and the Department of Human Services, Social Services, or Public Welfare.

If a community has a separate Information and Referral System or Agency, information can also be obtained through it.

## Remember . . .

If you can't tell the purpose of a program by its name:

Call and ask what it does.

If you don't feel comfortable with what they say:

Call another one.

If the program or agency can't help you:

Ask for some others that can and will help.

